

7.1.1.7.3 MCIm and other LSPs must be allowed access to systems used in populating and editing the 9-1-1 database, but SWBT is not required to provide such access until the additional hardware and software systems are installed that are necessary to make such access technically feasible. SWBT must notify MCIm when the systems vendor has provided SWBT an expected date of availability of the necessary hardware/software.

7.1.1.8 SWBT shall provide for overflow 911 traffic to be routed to SWBT Operator Services or, at MCIm's discretion, directly to MCIm operator services.

7.1.1.9 Basic 911 and E911 access from the MCIm local switch shall be provided to MCIm in accordance with the following:

7.1.1.9.1 If required by MCIm, SWBT shall interconnect direct trunks from the MCIm network to the E911 PSAP, or the E911 tandems as designated by MCIm. Such trunks may alternatively be provided by MCIm.

7.1.1.9.2 In government jurisdictions where SWBT has obligations under existing agreements as the primary provider of the 911 System to the county, MCIm shall participate in the provision of the 911 System as follows:

7.1.1.9.2.1 Each Party shall be responsible for those portions of the 911 System for which it has control, including any necessary maintenance to each Party's portion of the 911 System.

7.1.1.9.2.2 Host SWBT shall be responsible for maintaining the E911 database. SWBT shall be responsible for maintaining the E911 database.

7.1.1.9.3 If a third party is the primary service provider to a government agency, MCIm shall negotiate separately with such third party with regard to the provision of 911 service to the agency. All relations

between such third party and MCIm are totally separate from this Agreement and SWBT makes no representations on behalf of the third party.

7.1.1.9.4 If MCIm or Affiliate is the primary service provider to a government agency, MCIm and SWBT shall negotiate the specific provisions necessary for providing 911 service to the agency and shall include such provisions in an amendment to this Agreement.

7.1.1.9.5 Interconnection and database access shall be priced as specified in Attachment I or at any rate charged to other interconnected carriers, whichever is lower.

7.1.1.9.6 SWBT shall comply with established, competitively neutral intervals for installation of facilities, including any collocation facilities, diversity requirements, etc.

7.1.1.9.7 In a resale situation, where it may be appropriate for SWBT to update the ALI database, SWBT shall update such database with MCIm data in an interval no less than is experienced by SWBT's subscribers, or than for other carriers, whichever is faster, at no additional cost.

7.1.1.10 SWBT shall provide to MCIm, no later than five days after the Effective Date of this Agreement, the emergency public agency (e.g., police, fire, rescue, poison, and bomb) telephone numbers linked to all NPA NXXs in which service is provided.

7.1.1.11 SWBT shall transmit to MCIm daily all changes, alterations, modifications, and updates to the emergency public agency telephone numbers linked to all NPA NXXs. This transmission shall be electronic and be a separate feed from the subscriber listing feed.

7.1.1.12 SWBT shall provide to MCIm the necessary Network Elements in order for MCIm to provide E911/911 services to government agencies no later than January 1, 1997. If such

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elements are not available from SWBT, SWBT shall offer E911/911 service for resale by MCIm to government agencies.

7.1.1.13 The following are Basic 911 and E911 Database Requirements:

7.1.1.13.1 The ALI database shall be managed by SWBT but is the property of SWBT and any participating telephone company and MCIm for the respective records provided by each such company.

7.1.1.13.2 Copies of the Master Street Address Guide (MSAG) shall be provided within three business days from the time requested and provided on diskette, magnetic tape, or in a format suitable for use with desktop computers.

7.1.1.13.3 MCIm shall be solely responsible for providing MCIm database records to SWBT for inclusion in SWBT's ALI database on a timely basis.

7.1.1.13.4 SWBT and MCIm shall arrange for the automated input and periodic updating of the E911 database information related to MCIm end users. SWBT shall work cooperatively with MCIm to ensure the accuracy of the data transfer by verifying it against the MSAG. SWBT shall accept electronically transmitted files or magnetic tape that conform to National Emergency Number Association (NENA) Version #2 format.

7.1.1.13.5 SWBT shall provide MCIm with a file containing the Master Street Address Guide (MSAG) for the exchanges or communities specified in Appendix C to this Attachment VIII, in accordance with the methods and procedures described in the document 'Operating Methods for Uploading and Maintaining End User Records SWBT's DBMS'. The specific exchanges or communities for Appendix C shall be determined at a later date. SWBT shall provide MCIm additional files with the entire MSAG, including

subsequent additions and updates to the MSAG in accordance with the intervals specified in Exhibit I. In addition, SWBT shall provide MCIm with a statistical report in a timely fashion and in accordance with the methods and procedures described in the above mentioned document, for each file downloaded by MCIm to SWBT's DBMS, so that MCIm may ensure the accuracy of the end user records.

7.1.1.13.6 At a reasonable time prior to establishment E911 Service, MCIm shall upload and maintain thereafter all information required to establish records necessary for furnishing connection to E911 Service and shall promptly notify SWBT in writing of any changes to be made to such records. MCIm shall adopt and comply with operating methods applicable to uploading and maintaining MCIm's end user records in SWBT's DBMS, as set forth in the document referenced in section 7.1.1.13.5, above.

7.1.1.13.7 MCIm shall assign an E911 database coordinator charged with the responsibility of forwarding MCIm end user ALI record information to SWBT or via a third-party entity, charged with the responsibility of ALI record transfer. MCIm assumes all responsibility for the accuracy of the data that MCIm provides to SWBT.

7.1.1.13.8 MCIm shall provide information on new subscribers to SWBT within one (1) business day of the order completion. SWBT shall update the database within two (2) business days of receiving the data from MCIm. If SWBT detects an error in the MCIm provided data, the data shall be returned to MCIm within two (2) business days from when it was provided to SWBT. MCIm shall respond to requests from SWBT to make corrections to database record errors by uploading corrected records within two (2) business days. Manual entry shall be allowed only in the event that the system is not functioning properly via a mutually agreed to procedure by both Parties..

7.1.1.13.9 SWBT agrees to treat all data on MCIm subscribers provided under this agreement as strictly confidential and to use data on MCIm subscribers only for the purpose of providing E911 services.

7.1.1.13.10 SWBT shall adopt use of a Carrier Code (NENA standard five-character field) on all ALI records received from MCIm. The Carrier Code will be used to identify the carrier of record in INP configurations. The NENA Carrier Code for MCIm is "MCIm".

7.1.1.13.11 SWBT shall identify which ALI databases cover which states, counties or parts thereof, and identify and communicate a Point of Contact for each.

7.1.1.14 The following are basic 911 and E911 Network Requirements:

7.1.1.14.1 SWBT, at MCIm's option, shall provide a minimum of two (2) E911 trunks per Numbering Plan Area (NPA) code, or that quantity which will maintain P.01 transmission grade of service, whichever is the higher grade of service. These trunks will be dedicated to routing 911 calls from MCIm's switch to a SWBT selective router.

7.1.1.14.2 SWBT shall provide the selective routing of E911 calls received from MCIm's switching office. This includes the ability to receive the ANI of MCIm's subscriber, selectively route the call to the appropriate PSAP, and forward the subscriber's ANI to the PSAP. SWBT shall provide MCIm with the appropriate CLLI codes and specifications regarding the tandem serving area associated addresses and meet points in the network.

7.1.1.14.3 Copies of Selective Routing Boundary Maps shall be made available by SWBT to MCIm. Each map shows the boundary around the outside of the set of exchange areas served by that selective router. The map provides MCIm the information necessary to set

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up its network to route E911 callers to the correct selective router/911 tandem.

7.1.1.14.4 MCIm shall ensure that its switch provides an eight-digit ANI consisting of an information digit and the seven-digit exchange code. MCIm shall also ensure that its switch provides the line number of the calling station to the extent such line number is available. Where applicable, MCIm shall send a ten-digit ANI to SWBT.

7.1.1.14.5 Each ALI discrepancy report shall be jointly researched by SWBT and MCIm. Corrective action shall be taken immediately by the responsible Party.

7.1.1.14.6 SWBT shall provide MCIm with a detailed written description of, but not limited to, the following information about its 911 network:

7.1.1.14.6.1 Geographic boundaries of the government entities, PSAPs, and exchanges as necessary.

7.1.1.14.6.2 LECs rate centers/exchanges, where "Rate Center" is defined as a geographically specified area used for determining mileage-dependent rates in the Public Switched Telephone Network.

7.1.1.14.6.3 Technical specifications for network interface, technical specifications for database loading and maintenance.

7.1.1.14.7 SWBT shall identify special routing arrangements to complete overflow traffic.

7.1.1.14.8 SWBT shall begin restoration of E911 and/or E911 trunking facilities immediately upon notification of failure or outage. SWBT must provide priority restoration of trunks or networks outages on the same terms/conditions it provides itself and without the imposition of Telecommunications Service Priority

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7.1.1.14.9 SWBT shall identify any special operator-assisted calling requirements to support 911.

7.1.1.14.10 Trunking shall be arranged to minimize the likelihood of central office isolation due to cable cuts or other equipment failures. There will be an alternate means of transmitting a 911 call to a PSAP in the event of failures.

7.1.1.14.11 Circuits shall have interoffice, loop and carrier system diversity when such diversity can be achieved using existing facilities. Circuits will be divided as equally as possible across available carrier systems. Diversity will be maintained or upgraded to utilize the highest level of diversity available in the network.

7.1.1.14.12 Equipment and circuits used for 911 shall be monitored at all times. Monitoring of circuits shall be done to the individual circuit level. Monitoring shall be conducted by SWBT for trunks between the selective router/911 tandem and all associated PSAPs.

7.1.1.14.13 Repair service shall begin immediately upon receipt of a report of a malfunction. Repair service includes testing and diagnostic service from a remote location, dispatch of or in-person visit(s) of personnel. Technicians will be dispatched without delay.

7.1.1.14.13.1 SWBT must provide MCIm's 9-1-1 trunks the same level of priority service restoration as it affords its own 9-1-1 trunks.

7.1.1.14.14 All 911 trunks must be capable of transmitting and received Baudot code necessary to support the use of Telecommunications Devices for the Deaf (TTY/TDDs).

7.1.1.15 Basic 911 and E911 Additional Requirements

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7.1.1.15.1 Methods and Practices. With respect to all matters covered by this Attachment, each Party will adopt and comply with standard industry operating methods and practices and will observe the terms and conditions of SWBT's tariff, rules and regulations of the FCC and the Missouri Commission that apply to the provision of E911 Service.

7.1.1.15.2 All MCIm lines that have been ported via INP shall reach the correct PSAP when 911 is dialed. SWBT shall send both the ported number and the MCIm number (if both are received from MCIm). The PSAP attendant shall see both numbers where the PSAP is using a standard ALI display screen and the PSAP extracts both numbers from the data that is sent.

7.1.1.15.3 LEC shall work with the appropriate government agency to provide MCIm the ten-digit POTS number of each PSAP which sub-tends each SWBT selective router/911 tandem to which MCIm is interconnected.

7.1.1.15.4 SWBT shall notify MCIm 48 hours in advance of any scheduled testing or maintenance affecting MCIm 911 service, and provide notification as soon as possible of any unscheduled outage affecting MCIm 911 service.

7.1.1.15.5 MCIm shall be responsible for reporting all errors, defects and malfunctions to SWBT. SWBT shall provide MCIm with the point of contact for reporting errors, defects, and malfunctions in the service and shall also provide escalation contacts.

7.1.1.15.6 MCIm may enter into subcontracts with third parties, including MCIm affiliates, for the performance of any of MCIm's duties and obligations stated herein.

7.1.1.15.7 SWBT shall provide sufficient planning information regarding anticipated moves to SS7 signaling for the next 12 months.

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7.1.1.15.8 SWBT shall provide to MCIm notification of any pending tandem moves, NPA splits, or scheduled maintenance outages, with enough time for MCIm to react.

7.1.1.15.9 SWBT shall identify process for handling of "reverse ALI" inquiries by public safety entities.

7.1.1.15.10 SWBT shall establish process for the management of NPA splits by populating the ALI database with the appropriate new NPA codes.

7.1.1.15.11 SWBT must provide the ability for MCIm to update 911 database with end user information for lines that have been ported via INP or NP.

7.1.2 Directory Assistance and Listings Service Requirements for Facilities Based Unbundled Network Elements

7.1.2.1 A common telephone book is preferable with each Party contributing the names of its customers. Any value from resale of customer names shall be shared equitably among the carriers (based on the number of names from each carrier). Alternatively, the sale of the lists by the incumbent shall exclude the competitor's customers so that a competitive carrier can sell lists of its own customer names.

All Parties shall supply their customer information to each other at no charge. SWBT shall list all customers at no additional charge. Any revenue generated by selling customer lists of the other company shall be shared equitably or the customer names will be excluded from such lists. [Missouri Award No. 13]

7.1.2.2 These requirements pertain to SWBT's DA and Listings Service Request process that enables MCIm to (a) submit MCIm subscriber information for inclusion in SWBT Directory Assistance and Directory Listings databases; (b) submit MCIm subscriber information for inclusion in published directories; and (c) provide MCIm subscriber delivery address information to enable SWBT to fulfill directory distribution obligations.

7.1.2.2.1 SWBT shall accept orders on a real-time basis via electronic interface in accordance with OBF Directory Service Request guidelines when technically feasible, but not to exceed twelve (12) months from final standard adoption. In the interim, SWBT shall create a standard format and order process by which MCIm can place an order via electronic exchange.

7.1.2.2.2 For the purposes of including MCIm's subscriber listing information in SWBT's white pages directories, DA Database, or for establishment of new accounts for migration of such listings to Southwestern Bell Yellow Pages, the following methods, including but not limited to Resale, Unbundled Network Elements and Facilities-Based, may apply:

7.1.2.2.2.1 Establishing New Services Listing: In a service order establishing new resale service, MCIm will submit to SWBT all subscriber listing information for inclusion in SWBT's White Pages Directory, Directory Assistance Database, and for migration of such listing information to SWBT Yellow Pages. This order will also include directory delivery information as appropriate.

7.1.2.2.2.2 Migrate with No Changes: Retain all white and yellow page listings for the subscriber in both Directory Assistance Database and White Page Directory Listings.

7.1.2.2.2.3 Migrate with Additions: Retain all white and yellow page listings for the subscriber in both Directory Assistance Database and White Page Directory Listings. Incorporate the specified additional listings order.

7.1.2.2.2.4 Migrate with Deletions: Retain all white and yellow page listings for the subscriber in both Directory Assistance Database and White Page Directory Listings. Delete the specified listings from the listing order.

7.1.2.2.2.5 SWBT shall enable MCIm to electronically transmit any listing type available to SWBT customers including but not limited to straight line, straight line with indent, multi-line, and caption arrangement.

7.1.2.2.2.6 SWBT will provide MCIm with a summary of completed Directory Service Requests on a daily basis. The summary information will include but is not limited to the following information:

7.1.2.2.2.6.1 White page listings text and format (name, address, phone, title, designation, extra line information);

7.1.2.2.2.6.2 Yellow page listing text and format;

7.1.2.2.2.6.3 Yellow page heading code;

7.1.2.2.2.6.4 Listing Instruction codes;

7.1.2.2.2.6.5 Listed book.

7.1.2.2.2.7 SWBT shall provide the ability for MCIm to electronically query the SWBT listing system to view all listings real-time. Ownership of each listing is to be masked.

7.1.2.2.2.8 To ensure accurate order processing, SWBT shall provide to MCIm the following information, with updates within one (1) business day of change and via electronic exchange:

7.1.2.2.2.8.1 A matrix of SWBT NXXs to SWBT central offices and specific corollary white pages directory;

7.1.2.2.2.8.2 Geographical maps if

available of SWBT service area

7.1.2.2.2.8.3 A description of calling areas covered by each directory, including but not limited to maps of calling areas and matrices depicting calling privileges within and between calling areas;

7.1.2.2.2.8.4 Yellow page heading codes;

7.1.2.2.2.8.5 Directory names and codes, and identification of which telephone directories are provided to which subscribers by subscriber address, NPA/NXX, or other criteria;

7.1.2.2.2.8.6 Directory product changes;

7.1.2.2.2.8.7 Listing format rules;

7.1.2.2.2.8.8 Listing alphabetizing rules;

7.1.2.2.2.8.9 Standard abbreviations acceptable for use in listings and addresses;

7.1.2.2.2.8.10 Titles and designations;

7.1.2.2.2.8.11 A list of all available directories and their close dates.

7.1.2.2.2.9 SWBT shall update and maintain its directory assistance (where such service is provided) and white pages directory listings based on changes submitted by MCIm on behalf of its subscribers of services. SWBT shall treat such listing information in the same manner and in the same time frame as it handles its own listing changes or modifications. Examples of listing changes or modifications include, but are

not limited to non-published or non-listed or any other changes that affect the status of the listing information.

7.1.2.2.2.9.1 Disconnect Service;

7.1.2.2.2.9.2 Install Service;

7.1.2.2.2.9.3 Change any service which affects DA information where such service is provided;

7.1.2.2.2.9.4 Specify Non-Solicitation;

7.1.2.2.2.9.5 Non-Published, Non-Listed, or Listed;

7.1.2.2.2.10 MCIm shall incur no additional charge for storage of MCIm's subscriber information in the SWBT white pages directory listing and Directory Assistance Database systems, where provided;

7.1.2.2.2.11 SWBT shall not incur charges for the storage of MCIm's subscriber listing information in SWBT's white pages directory listing and Directory Assistance Database systems, where applicable.

7.1.2.2.2.12 Each MCIm end user customer will receive a copy of Southwestern Bell's White Page directory, as well as a Southwestern Bell Yellow Pages directory when co-bound with the White Pages, in the same manner and at the same time that they are also provided to SWBT's end user customers. It is the Parties' expectation that separately bound Southwestern Bell Yellow page directories will be delivered in the same manner and at the same time to MCIm end user customers as to SWBT's end user customers.

7.1.2.2.12.1 If an MCIm end user already has a current SWBT directory, SWBT shall not be required to deliver a directory to that end user until new directories are published for that end user's location and the next scheduled SWBT delivery date.

7.1.3 Directory Listings General Requirements

7.1.3.1 This Section pertains to Listings requirements published in any media, e.g., traditional white pages, directories, CD ROM, or other printed or electronic formats.

7.1.3.2 SWBT shall include in its master subscriber system database all listing information for subscribers.

7.1.3.3 SWBT shall not sell or license, nor allow any third party, the use of MCIm subscriber listings without the prior written consent of MCIm. Compensation arrangements for such listing information will be arranged between MCIm and the third party publisher. SWBT will charge MCIm an administrative fee to be negotiated at a later date for these services. SWBT shall not disclose, nor allow any third party to disclose, non-listed name or address information for any purpose other than what may be necessary to complete directory distribution.

7.1.3.4 MCIm subscriber listings shall be interfiled with listings of SWBT and other LSP subscribers.

7.1.3.5 Each MCIm business subscriber account number shall be provided, at no charge, the same yellow page basic listings that SWBT provides its subscribers.

7.1.3.6 SWBT shall make available to MCIm for its subscribers the same listing types it makes available for SWBT's own subscribers, e.g.:

7.1.3.6.1 Information listings

7.1.3.6.2 Alternate call listings

7.1.3.6.3 Multi-line listings

7.1.3.6.4 Multi-line/Multi-owner listings

7.1.3.7 State, Local, and Federal government listings of MCIm subscribers shall be included in the appropriate section of the white pages directory at no additional charge.

7.1.3.8 SWBT shall provide and maintain for MCIm at least one (1) white page and at least one (1) yellow page (if applicable) listing for each MCIm subscriber that has retained its number from SWBT. The listing and handling of listed and non-listed telephone numbers shall be at least at parity with that provided by SWBT to its own subscribers as designated by MCIm.

7.1.3.9 For enhanced white page listings (i.e. bold, indent, italics) and yellow pages advertising, MCIm will contract with SWBT to use their advertising sales force and processes as MCIm's agent to sell all enhanced listings and advertising products on a non-discriminatory basis to MCIm subscribers. A SWBT representative will design the ad with MCIm's subscriber. Charges for any advertising will be billed by SWBT. MCIm will receive from SWBT a 20% commission on all revenue generated by enhanced white page listings and yellow pages advertising.

7.2 Directory Assistance Data Information Exchanges and Interfaces

7.2.1 Subscriber List Information

7.2.1.1 SWBT shall provide to MCIm, within thirty (30) days after the Effective Date of this Agreement, or at MCIm's request, all published Subscriber List Information (including such information that resides in SWBT master subscriber system/accounts master file) via an electronic data transfer medium and in a format which is acceptable to MCIm, on the same terms and conditions and at the same rates that the SWBT provides Subscriber List Information to itself or to other third parties. All changes to the Subscriber List Information shall be provided to MCIm on the same day as the change occurred through the electronic data transfer medium used to transmit the initial Subscriber List Information. Both the initial List and all

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subsequent Lists shall indicate for each customer whether the customer is classified as residence or business class of service.

7.2.1.2 The data format requirements and data inclusion requirements for directory assistance data information exchange between SWBT and MCIm shall conform to Bellcore F20 formats.

7.3 Standards

SWBT shall adopt use of a Carrier Code (NENA standard five-character field) on all ALI records received from MCIm. The Carrier Code will be used to identify the carrier of record in INP configurations. The NENA Carrier Code for MCIm is "MCIm".

7.4 Performance Measurements and Reporting

7.4.1 MCIm shall provide information on new subscribers to SWBT within one (1) business day of the order completion. SWBT shall update the database within one (1) business days of receiving the data from MCIm. If SWBT detects an error in the MCIm provided data, the data shall be returned to MCIm within two (2) business days from when it was provided to SWBT. MCIm shall respond to requests from SWBT to make corrections to database record errors by uploading corrected records within two (2) business days. Manual entry shall be allowed only in the event that the system is not functioning properly.

7.4.2 SWBT shall provide to MCIm, at a minimum, performance metrics and service results regarding speed of answer, average work time, abandoned from queue measurements, and disaster recovery plans/procedures.

7.4.3 SWBT shall notify MCIm forty eight (48) hours in advance of any scheduled testing or maintenance affecting MCIm 911 service, and provide notification as soon as possible of any unscheduled outage affecting MCIm 911 service.

7.4.4 In a resale situation where it may be appropriate for SWBT to update the ALI database, it must be updated with MCIm data in an interval no less than is experienced by SWBT customers, or than for other carriers, whichever is faster, at no additional cost.

7.4.5 MCIm may, at its discretion, further require additional and/or

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modified reporting as business needs demand.

APPENDIX

APPENDIX A

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APP. A - i

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APPENDIX

ELECTRONIC PRE-ORDER AND ORDERING AND PROVISIONING AVAILABILITY

Function	SWBT Availability	Comments	1/1/97	2/1/97	3/1/97	4/1/97
PRE-ORDER						
Address Verification	1/1/97		x			
Service/Features Availability	1/1/91		x			
Telephone Number Assignment	1/1/97		x			
Dispatch Schedule	1/1/97		x			
Due Date	1/1/97		x			
Customer Service Record (CSR)	1/1/97C		x			
POTS ORDERING & PROVISIONING						
Migration (Convert Customer As Is)	1/1/97	Some exceptions apply	x			
Migration With Changes (Convert with changes)	1/1/97	Same exceptions apply with migration as is.	x			
- Add/Disc Class Features	1/1/97		x			
-Add/Disc Blocking (1+, 0+, 011)	1/1/97		x			
- PIC and PIC Freeze	1/1/97		x			
-Add//Disc Essential Lines	1/1/97			x		
-Add/Disc Additional Lines	1/1/97C				x	
-Directory Listing Changes	2/1/97C		x			

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APP. A - ii

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Function	SWBT Availability	Comments	1/1/97	2/1/97	3/1/97	4/1/97
Partial Migration (Line/WTN vs Account Level)	4/1/97-7/1/97T	Ability to convert one line if customer has two or more lines. This is critical to prevent slamming.	x			
New Connects						
- Single Line	2/1/97C		x			
- Multi-Line (Less Than 30 Lines)	2/1/97C		x			
- Projects (Large Job - add'l facilities/coordinated work effort required - need SWBT criteria)	7/1/97T	Manual pre-order activity, order to be sent electronically via EDI		x		
Disconnects	1/1/97	Exception - Must disconnect the whole account	x			
Change Orders						
-Add/Disc Class Features	3/1-4/1/97C	Add-3/1/97 Disc-4/1/97		x		
-Simple Number Change	3/1/97C			x		
-Add/Disc Blocking	3/1-4/1/97C	Add-3/1/97 Disc-4/1/97		x		
-PIC and Local PIC Change	4/1/97C			x		
-Add/Disc Essential Lines	3/1-4/1/97C	Add-3/1/97 Disc-4/1/97		x		
-Add/Disc Additional changes	3/1-4/1/97C	Add-3/1/97 Disc-4/1/97		x		
-Directory Listing Changes	4/1/97C			x		
-Suspend/Restore Non-Payment	1/1/97	Exception - Must suspend total acct.			x	
-Suspend/Restore Vacation Svc.	1/1/97	Exception - Must suspend total acct.			x	
Records Only Order	4/1/97C			x		

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APP. A - iii

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APPENDIX

T&F Order	4/1/97C					X
Function	SWBT Availability	Comments	1/1/97	2/1/97	3/1/97	4/1/97
NON-POTS SERVICE ORDERS						
PBX Trunks	6/1/97T			X		
DID Trunks	6/1/97T			X		
Plexar®	7/1/97T				X	
Digiline/ISDN	7/1/97T				X	
Semi-Public Phones	1/1/97C				X	
MegaLink (T1.5)	7/1/97T					X
OTHER - SERVICE ORDER COMPONENTS						
Multi-Line Hunting	4/1/97C	Critical to ordering business lines.	X			
Preferential Hunting	5/1/97C	Critical to ordering business lines.	X			
Transfer Of Calls - Network Intercept	1/1/97	Exceptions - Can only do standard announcements, not special.	X			
Toll Billing Exception (alternatively billed calls)	1/1/97		X			
Handicap Services	1/1/97		X			
ComCall	4/1/97C					X
Future Expected Delivery Date (EDD)	4/1/97C					X
Conversion When Final Bill Address is Foreign PO	4/1/97C					X

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APP. A - iv

Key: Regular Text = MCIm/SWBT negotiated language; **Bold Text** = MCIm language disagreed to by SWBT; *Italics* = Missouri PSC Arbitration Award and stipulation language. ***Bold Italics*** = *Conformed to Award but disagreed to by SWBT*. **Bold Underline** = **SWBT language disagreed to by MCIm**.

APPENDIX

Function	SWBT Availability	Comments	1/1/97	2/1/97	3/1/97	4/1/97
DIRECTORY LISTINGS						
Directory Listing (Straight Line)						
- White	2/1/97C		x			
- Yellow	N/A	SWBT Will Not Commit For Yellow Pages	x			
Directory Listing Other Than Straight Line						
- White	2/1/97C			x		
- Yellow	N/A	Handled by Yellow Pages		x		
Directory Order Changes Prior to Publishing						
- White	N/A	Handled via a records only order- records only imp. date 4/1/97C		x		
- Yellow	N/A	Handled by Yellow Pages		x		
Directory White Pages (Non-SWBT Areas)	N/A	No date provided			x	
Directory Expedite						
- White	N/A	No date provided		x		
- Yellow	N/A	Handled by Yellow Pages		x		
POST SERVICE ORDER EDI TRANSACTIONS						
Supplemental Orders	4/1/97C		x			
Firm Order Confirmation (FOC)	1/1/97		x			
Jeopardies	?	SWBT will not commit to			x	

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APP. A - v

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APPENDIX

Function	SWBT Availability	providing jeopardies	1/1/97	2/1/97	3/1/97	4/1/97
		Comments				
Rejects	1/1/97		x			
Order Completion	1/1/97		x			

APPENDIX B

Appendix B CLEARINGHOUSE SETTLEMENT REPORT APPENDIX

WHEREAS, SWBT operates a clearinghouse, as described below, for its own behalf and that of participating LECs and MCIm; and

WHEREAS, the contracting MCIm wants to participate in the clearinghouse on the terms set forth herein;

The Parties agree to the following:

I. CLEARINGHOUSE DESCRIPTION

SWBT operates a clearinghouse for the purpose of facilitating the exchange of certain alternately billed intrastate intraLATA message toll call records and the reporting of settlement revenues owed by and among participating LECs and MCIm, including SWBT.

II. QUALIFYING MESSAGE CRITERIA

The only toll call messages that qualify for submission to SWBT for clearinghouse processing are (a) intrastate intraLATA sent collect (including calling card, collect and third number) messages which are originated in one LEC's or MCIm's exchange, exclusively carried by a LEC or MCIm over LEC or MCIm facilities and billed to a customer located in another LEC's or MCIm's exchange within the same state; or b) intrastate intraLATA sent collect (but limited to calling card and third number) messages originated in one of SWBT's operating areas (located in parts of Texas, Arkansas, Kansas, Missouri or Oklahoma), exclusively carried by a LEC or MCIm over LEC or MCIm facilities, and billed to a customer located in another LEC's or MCIm's exchange and not in the originating State.

III. RESPONSIBILITIES OF THE PARTIES

A. MCIm agrees that it will provide SWBT with billing records for clearinghouse processing that are in an [industry standard format acceptable to SWBT and at a minimum shall display the telephone number of the end user to whom the call is to be billed, and data about the call sufficient for a carrier to comply with all applicable state regulatory requirements. For purposes of this Appendix, these records ("Clearinghouse Records") shall detail intraLATA toll calls which were originated by use of the single digit access code (i.e., 0+ and 0-) in one

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APP. B - ii

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